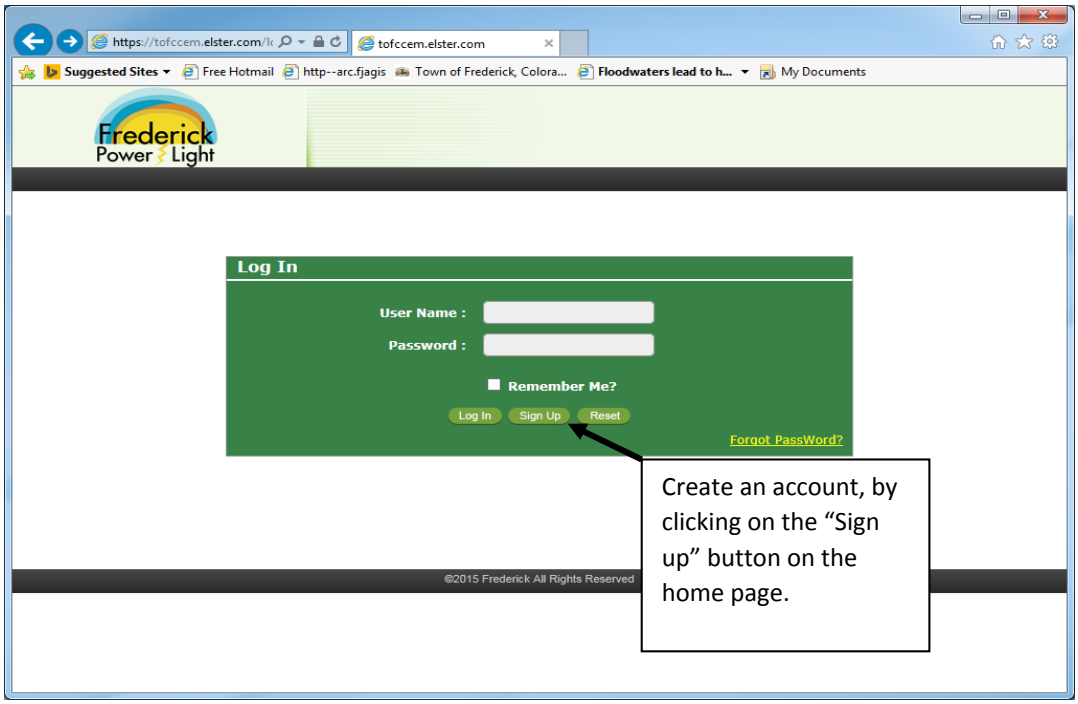
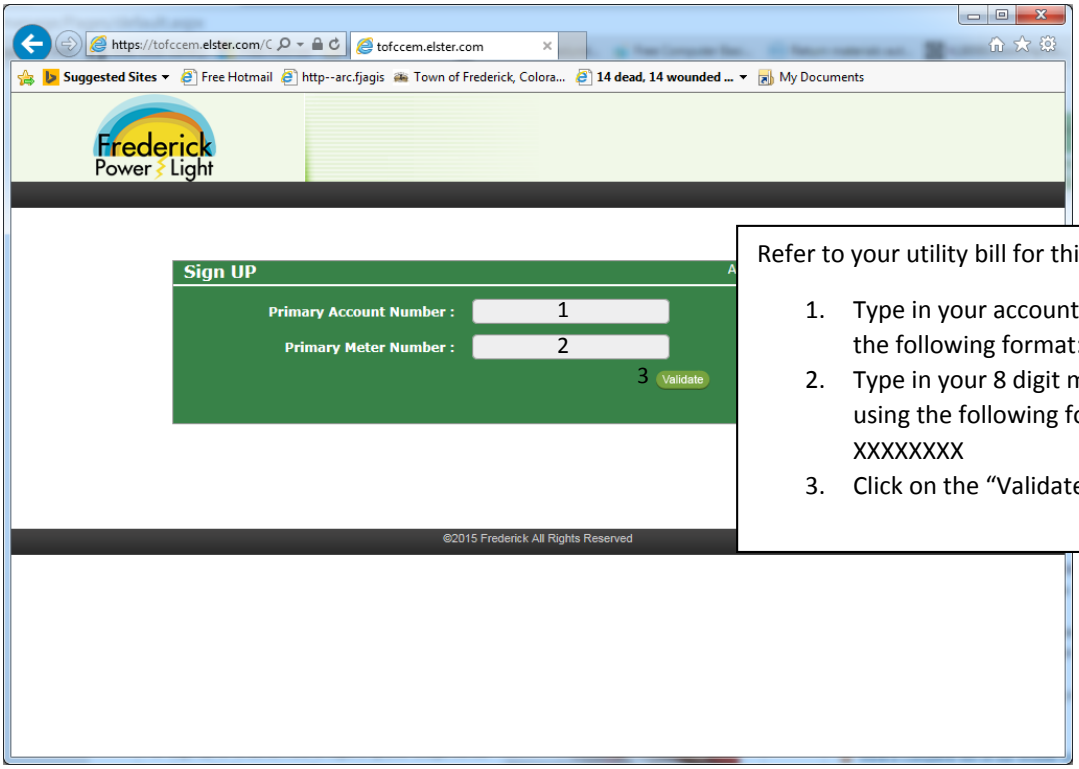
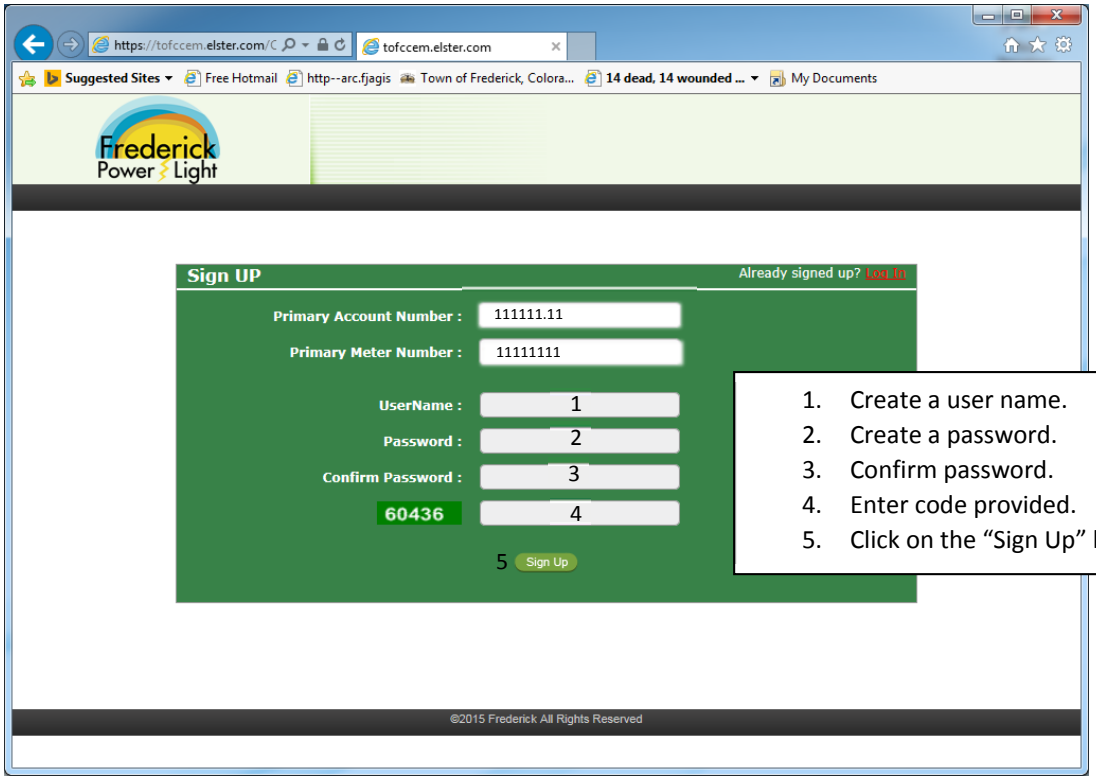
CUSTOMER PORTAL – Residential customers

You'll need your Town of Frederick Utility Bill

Website: https://tofccem.elster.com

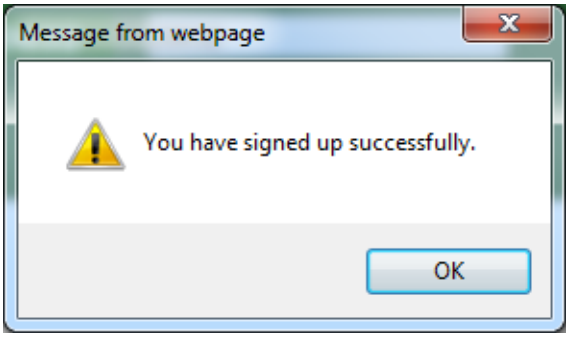


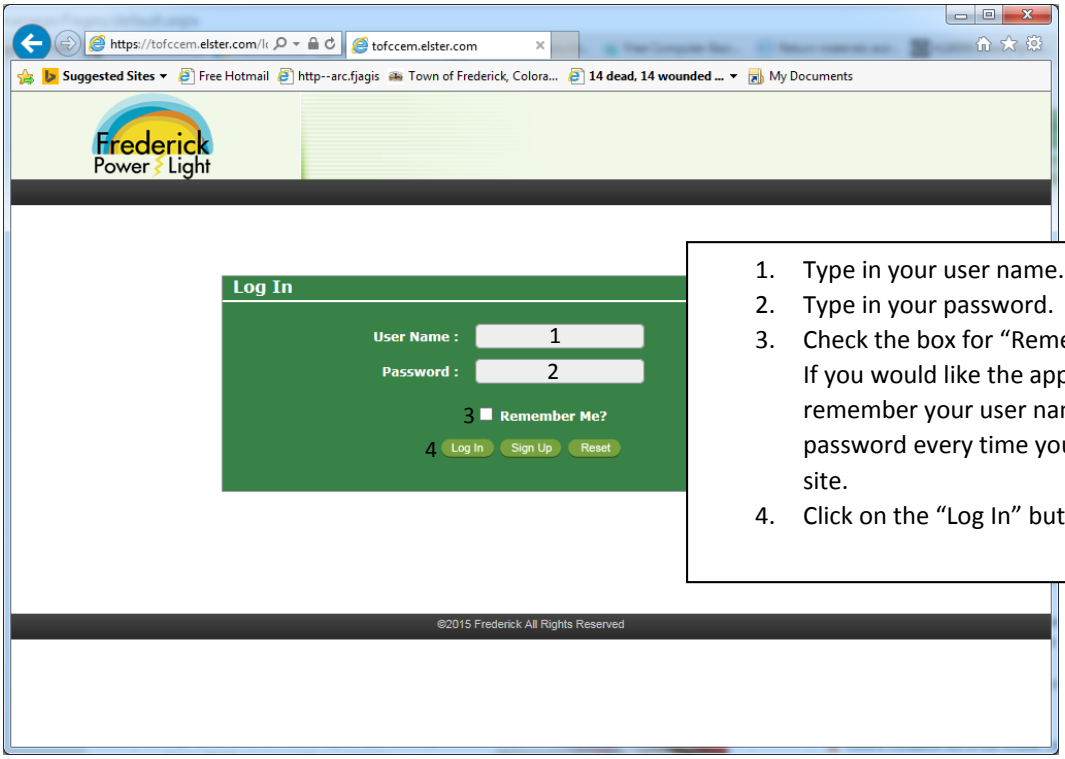




1. Create a user name.
2. Create a password.
3. Confirm password.
4. Enter code provided.
5. Click on the “Sign Up” button.

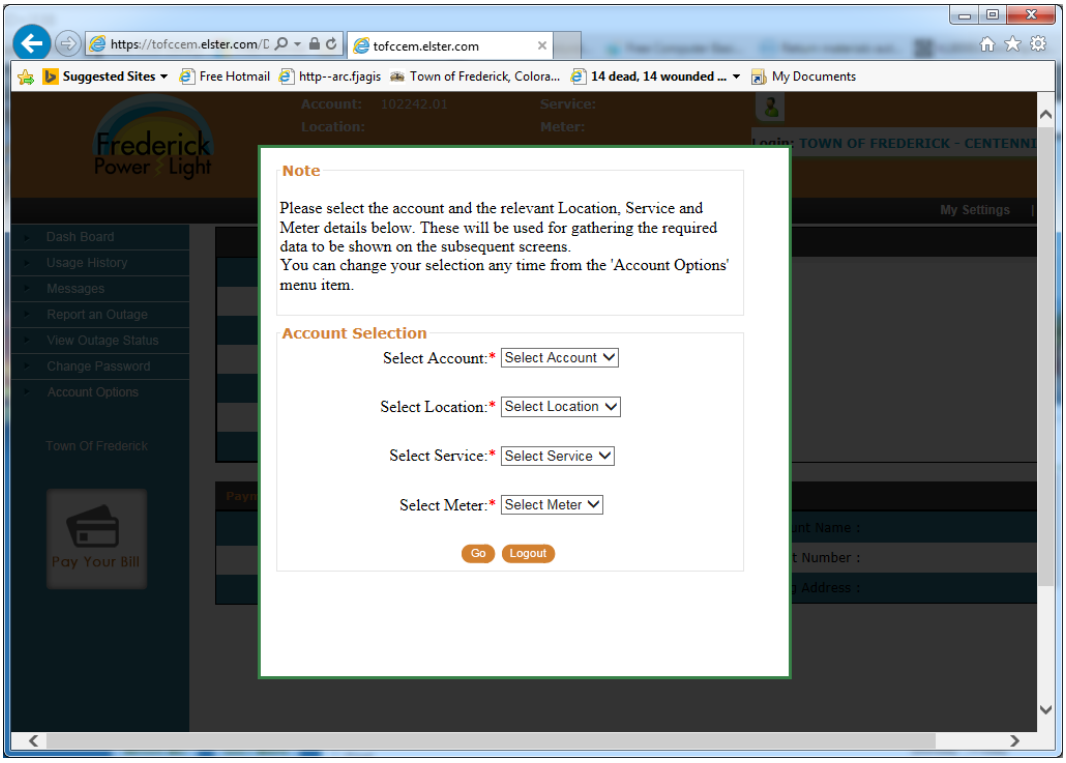
When you have created and account successfully, you will receive a pop-up message. Click OK. You will then be routed to the Log In page.



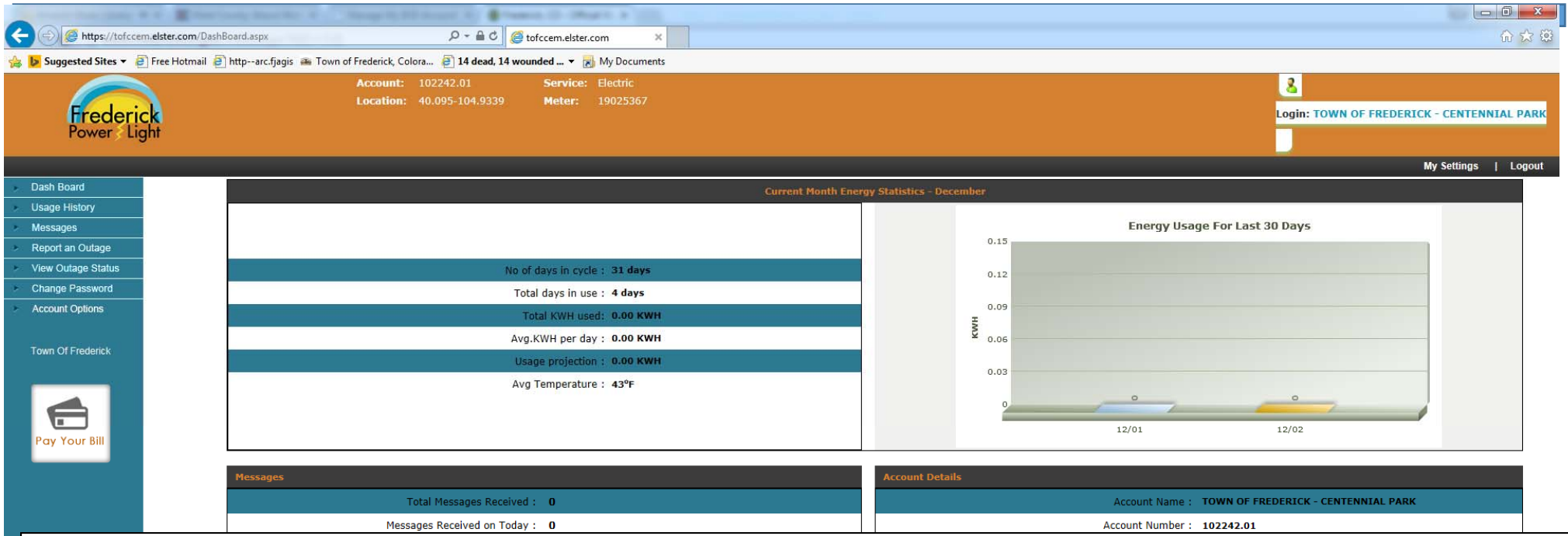


1. Type in your user name.
2. Type in your password.
3. Check the box for “Remember Me” If you would like the application to remember your user name and password every time you visit the site.
4. Click on the “Log In” button.

Fill out the necessary information from the dropdown. Each box needs to have a selection made in order to access the account information.



Once you have successfully signed in your will see your electric dashboard home page.



Within the dashboard you can:

*View your usage history
*View messages regarding the system
*Report an Outage
*View and Outage Status
*Change your password
*View other meters assigned to your account, if you have more than one.

We've also provide east access to the Town's website and Express Bill Pay.

MOBILE APPLICATION

The mobile application is tied to the Website portal. Once you have setup your account on the customer web portal https://tofccem.elster.com your user name and password will be the same for the mobile application.

Depending on your mobile operating system Play Store (Android) or App Store (Apple). Search for Town of Frederick. You'll see the following Icon

Install the application. You'll use the same user name and password that you assigned to your customer web portal. Once logged in you have the same features and resources that are provided on the website portal.

If you have any questions regarding either of these Frederick Power & Light tools, please contact us at 720.382.5514